

Cost and Packages (Prices correct as of 1st April 2022)

The Lifeline service is charged on a quarterly basis, the quarters start on the 1st of January, April, July & October.

The first instalment would include a one-off installation charge of £30 or £15 if it is a Self-installation and the remainder of the present quarter, e.g., If you had your Lifeline equipment installed on the 1st June, your first payment would be for the period from 2nd June until 30th June plus £30 or £15 Your next quarter would be due on 1st July.

Level of Service	Quarterly Charge (Prices excluding VAT)	Quarterly Charge Incl. VAT
Standard Lifeline Service – A telephone landline is required		
Full-Service Charge Lifeline, Pendant, & Keysafe	£56.16	£67.34
GSM Lifeline Service – A telephone landline is not required		
Full-Service Charge Smart Hub GSM Lifeline, pendant & Keysafe	£78.00	£93.60
Optional Extras	Quarterly Charge (Prices excluding VAT)	Quarterly charge Incl. VAT
Fall Detector pendant	£8.32	£9.98
1 st Monitored Smoke Detector	£5.46	£6.55
2 nd + any additional Monitored Smoke Detectors	£3.25 each	£3.90







Are you Exempt from V.A.T?

You will be exempt from paying VAT, if you have a Blue Disabled Badge or a qualifying medical condition; for example: Angina, Asthma, COPD, Diabetes, Hypertension, Osteoporosis, plus various other health conditions.

Are you eligible for a Home Safety Grant?

A Home Safety Grant could slightly reduce the Lifeline charge, if you are currently in receipt of a mean tested benefit such as Housing Benefit, Guaranteed Pension Credit or Universal Credit you may be eligible, please contact Charnwood Lifeline on 01509 643970 for further details.

Lifeline Packages (Prices correct as of 1st April 2022)

Standard Lifeline Telephone Line Required	Quarterly Charge (Prices excluding VAT)	Quarterly Charge (Incl. VAT)
Package 1 – Standard Lifeline * Our most popular package 	£56.16	£67.34
Package 2 - Standard Lifeline + 1 Fall Detector 	£64.48	£77.37
Package 3 - Standard Lifeline + 1 Smoke Detector 	£61.62	£73.94
GSM Smart Hub Lifeline No Telephone Line Required	Quarterly Charge (Prices excluding VAT)	Quarterly Charge (Incl. VAT)
Package 4 – GSM Smart Hub Lifeline 	£78.00	£93.60
Package 5 - GSM Smart Hub Lifeline +1 Fall Detector 	£86.32	£103.58
Package 6 – GSM Smart Hub Lifeline +1 Smoke Detector 	£83.46	£100.15



All Packages will include a key safe if you do not have one already installed at your property at no extra cost.

Please remember All equipment supplied by Charnwood Lifeline is hired to you and will remain the property of Charnwood Lifeline, including the key safe (if it has been installed by Charnwood Lifeline).

Contact Charnwood Lifeline: - Tel: 01509 643970 - Email: OnlineLifelineEnquiries@charnwood.gov.uk
 Charnwood Lifeline, Victoria Place, Loughborough LE11 2EY